



1. Territory Manager – Mpanda

Mbeya, Tanzania, TZA

Job Description

Description

Role Purpose

Maximises sales revenue by working through and with distributors, dealers and other partners within assigned territory. Works alongside distributors and staff to carry out all the activities required to achieve set targets. Monitors stock levels both at distributor level and in the trade; also identifies gaps in the distribution chain and brings them to management attention for action. Responsible for generating revenue by closing sales. Sells products and services directly to customers primarily via face-to-face contact. Develops strong relationships with these customers to ensure sensitivity to the customer's needs, concerns and winning share of hearts.

Key Accountabilities

Ensures the achievement of agreed sales and revenue targets through distributors, dealers and other partners that resell the Vodacom's products and services within assigned territory, Implement sales and distribution activities in the territory:

- Co-ordinates the distribution of Vodacom products within territory to ensure continuous availability
- Manages the distribution of branding and promotion materials to enhance visibility and build consumer/dealer loyalty within the territory
- Mobilizes dealer staff to participate in the implementation of various projects
- Identifies requirements for trade promotions and recommends to the line manager
- Implements and supports promotional activities in the territory
- Monitors competitor activity within the region and reports with recommendations for action

Work with and support distribution partners:

- Familiarizes him/herself with the distribution partner targets for the territory
- Supports the distribution partner in developing action plans geared towards the achievement of the agreed targets
- In instances of shortfalls, establishes causes and takes remedial actions including coaching of dealer staff and trade promotions, in consultation with the line manager
- Works alongside dealer staff, as part of coaching and monitoring process
- Trains all distribution partners on Vodacom's products and/or services

Ensure implementation and maintenance of Retail execution and distributor operating standards within designated territory. These will include among others; availability standards, stocking standards, pricing, and retail POS standards

Provide Reports:

- Generates weekly, monthly, and quarterly reports on the sales trends in the territory
- Generates weekly reports on dealer's performance
- Market intelligence reports on competitor activity

Qualification & Experience

- 6-24 months with University Degree or equivalent training in business or sales management
- Able to work under high stress with short-term targets and objectives
- High level of integrity and work ethics
- Presentation skills
- Computer literacy – Excel, Power point and Word
- Able to operate in a performance driven organization
- Knowledge of Swahili and English
- Clean Driving Licence

Skills

Digital Advocacy

Competitor Awareness and Cross Sell

Ownership

Building Rapport

Resilience

Building and Proposing solutions

Empathy

Objection Handling and Negotiation

Identifies Customer Needs

Dynamic Prioritisation and Multi-tasking

Customer Centricity

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2. Manager: Business Excellence

Dar Es Salaam, TZA

Job Description

Role Purpose & Key Responsibilities

Role purpose:

- The Centre of Excellence (Business Excellence) will drive efficiency and effectiveness to ensure achievement of world class operation.

- This role will ensure the transformation and ongoing success of the functional processes, provide a pool of processes, review, re-engineer and automate arduous manual processes thus driving the digital transformation in the company. Manage the implementation of projects such as various system upgrades, ESG, transformational cost and revenue initiatives.
- The role will also administer the payroll function to ensure accuracy, timely completion and compliance with divisional and corporate policies and procedures as well as statutory regulations.

Key Responsibilities:

- Working closely, and partnering with the divisions within the company to drive the delivery of our LRP initiatives targets, and interface with all other relevant functions within the wider Vodacom group.
- Driving continuous business process improvements, best practice, and operational efficiencies.
- To optimise customer satisfaction and add value to the business.
- Reporting - incorporating the setting of standards. Determine and implement applicable measures with associated benchmarking exercises to measure value added.
- Gain solid knowledge of best practises in other Vodafone markets as well as external markets.
- Develop the functional training strategy and ensure continuous knowledge transfer and retention.
- Work closely with the Group Process Owners (GPOs) on initiatives and contribute to the GPO's roadmap.
- Provide regular updates on performance of the sub process(es)
- Follow the escalation path and non-surprise management philosophy
- Identify promote and implement initiatives to improve the company processes
- Establish relationships with the all Finance leaders and the wider teams across the company to ensure key deliverables are met
- Interaction with peers in Vodafone Shared Service centres, Global Process owners, central Process Governance Team, Internal and External Audit
- Coaching and training the team on processes
- Payroll management.

Qualifications, Competencies and Qualifications

- Competent in using MS-Office applications
- Excellent facilitation skills
- Communication – written or oral (the ability to speak and write in a clear, concise and fluent manner to both individuals and groups)
- Negotiation
- Planning
- Co-ordination
- Networking
- Interpersonal
- Management
- Change management
- Aptitude for fostering positive relationships
- Problem solving
- The ability to explain complex information clearly and simply

- Operational excellence and attention to detail
- Ability to adapt quickly in a new environment and work on multiple systems/platforms
- Ability to communicate financial information with non-finance employees
- Ability to effectively communicate across all levels
- Minimum of 5+ years relevant accounting experience in a finance environment, including leadership/supervisory experience
- Performance Management and Reporting (e.g. based on identified KPIs) experience
- Knowledge of the efficiency and effectiveness attributes of world class processes and internal controls
- Experience in leading/implementing transformation projects to improve organisational and team performance
- Degree in Accounting or business related Degree (Essential)
- Professional Accounting Qualification (Essential)
- Project management qualification (Desirable)

Skills

Financial Reporting

GAAP Application

Accounting

Regulations Maintenance

Business Model Impact

External trends and insights

Service Delivery

Relationship and Stakeholder Management

Process and Performance Management

People Development

Finance Operations

Complexity Management

Strategy Execution

Business Partnering

Resilience

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